

**CITY OF LINCOLN**  
**PUBLIC SAFETY TRAINEE**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under direct and immediate supervision, trains in a wide variety of clerical law enforcement support duties related to taking police, fire and medical emergency requests for service from the public and trains in the tracking and dispatching of field units as appropriate; learns applicable policies, procedures and work methods associated with assigned duties; performs other related training duties as required.

**DISTINGUISHING CHARACTERISTICS:**

**Public Safety Dispatcher Trainee**

The **Public Safety Dispatcher Trainee** is the trainee level class in which incumbents train to perform Police Dispatcher duties under direct and immediate supervision. This classification is alternatively staffed with Public Safety Dispatcher I and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher class.

**SUPERVISION RECEIVED/EXERCISED:**

**Public Safety Dispatcher Trainee**

Receives direct and immediate supervision from the Police Records and Communications Supervisor or a Watch Commander. Incumbents of this class do not exercise supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Attends training sessions and receives on-the-job instruction to learn techniques and methods of dispatching involving emergency public safety operations. This includes:
  - Telephone answering techniques
  - Identifying calls for service or referral
  - Proper use of various telephone/radio equipment
  - The California Law Enforcement Telecommunications System (CLETS)
  - Map reading, geographics and jurisdictions of the City of Lincoln
  - City, Departmental and Division organization
  - Civil and criminal law
  - Basic report writing
  - Computer systems
  - Typing
  - Departmental policy and procedures
  - Police/Fire Codes and priorities
  - Stress management

- Handling emergency situations
- Other related duties may also be performed; not all duties listed are necessarily performed by each individual holding this classification.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and face to face service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Public Safety Dispatcher Trainee**. A typical way of obtaining the required qualifications is to possess the equivalent of:

One year of work experience involving public contact, one year of over the phone customer service experience, some record keeping experience, and a high school diploma or equivalent.

**License/Certificate:**

Possession of or ability to obtain a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

English grammar, usage, spelling and punctuation.

**Ability to:**

Communicate clearly and precisely, both orally and in writing; understand and carry out oral and written directions; learn City street system and physical layout of Lincoln; learn standard broadcasting rules and procedures; work effectively under pressure; exercise sound judgment in emergency situations; learn to effectively communicate and extract pertinent information from upset and irate citizens; exercise effective and sound judgment; learn to effectively operate radio

broadcasting equipment and computers with necessary software; establish and maintain effective working relationships.

**Skill to:**

Type accurately from clear copy at a rate of 30 words per minute.